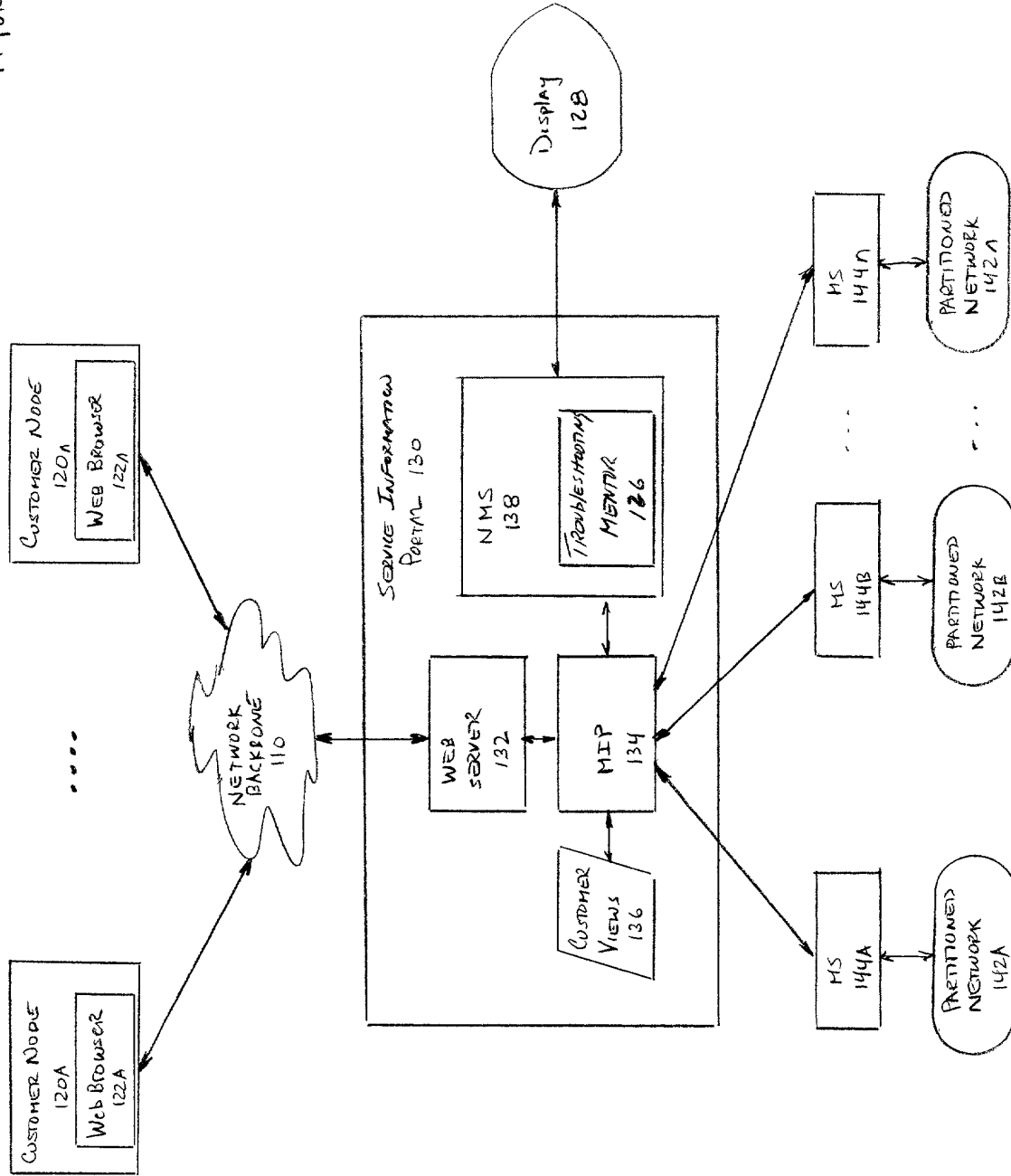


Figure 1



Troubleshooting Menu - 126

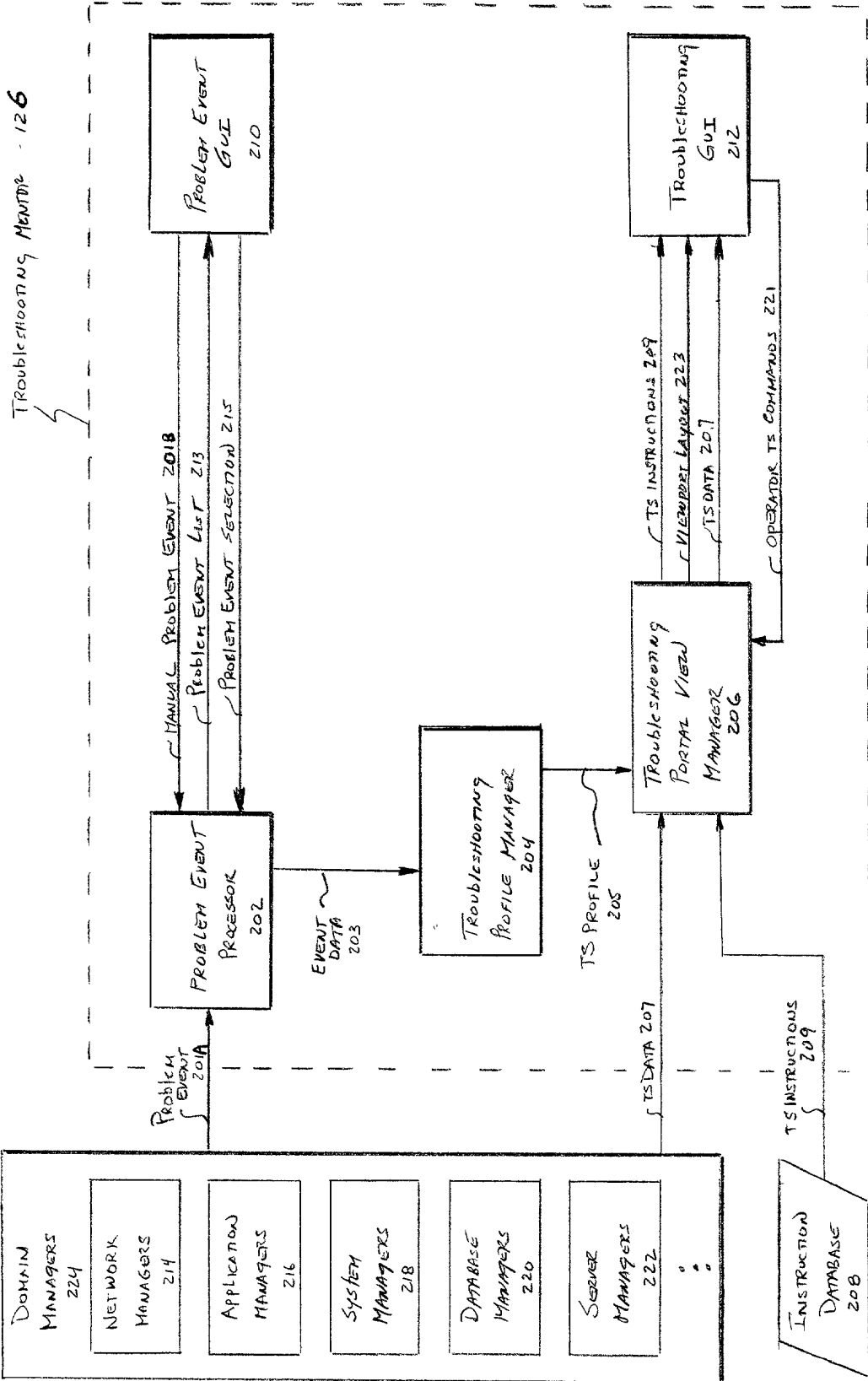


FIGURE 2

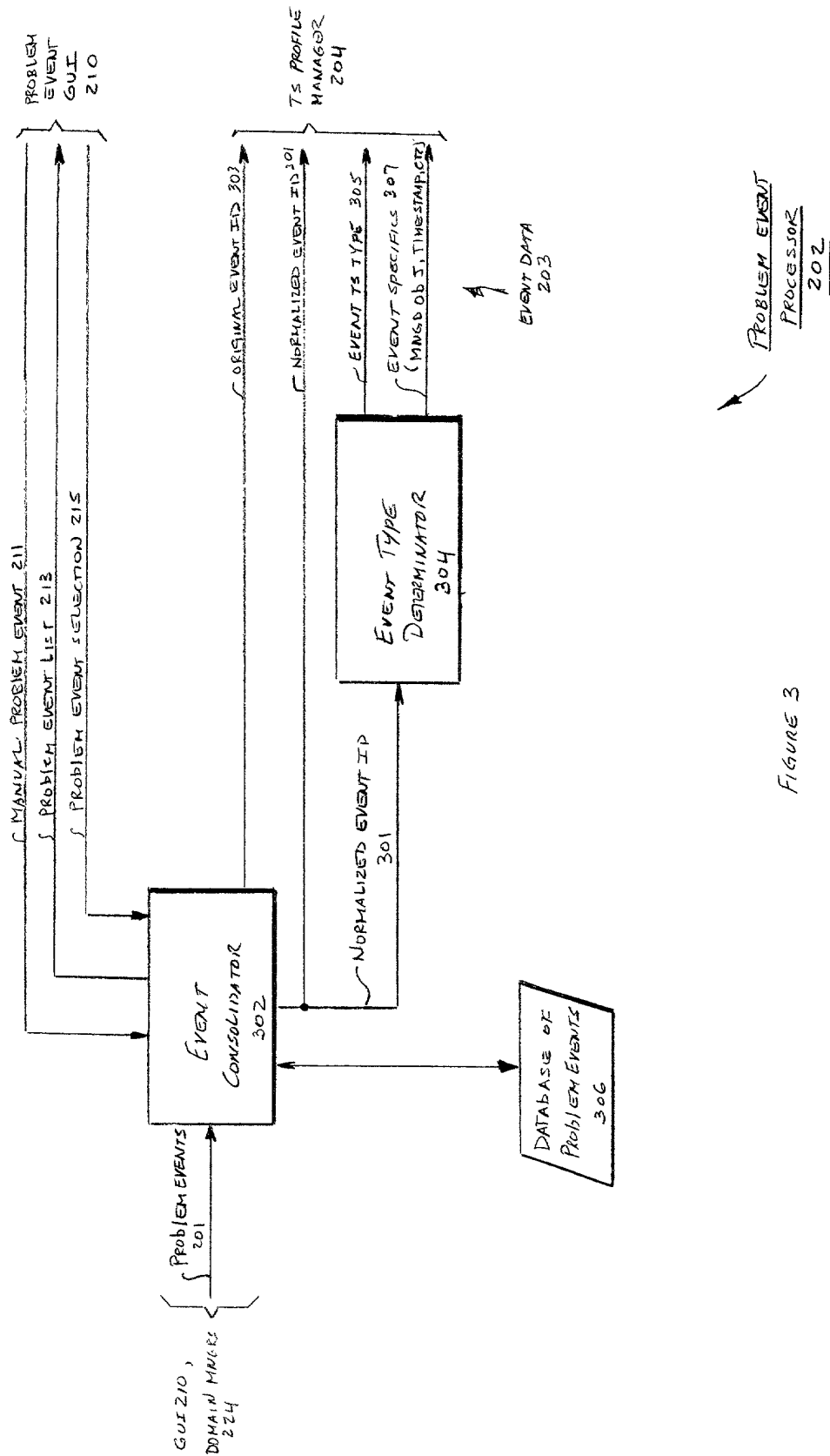
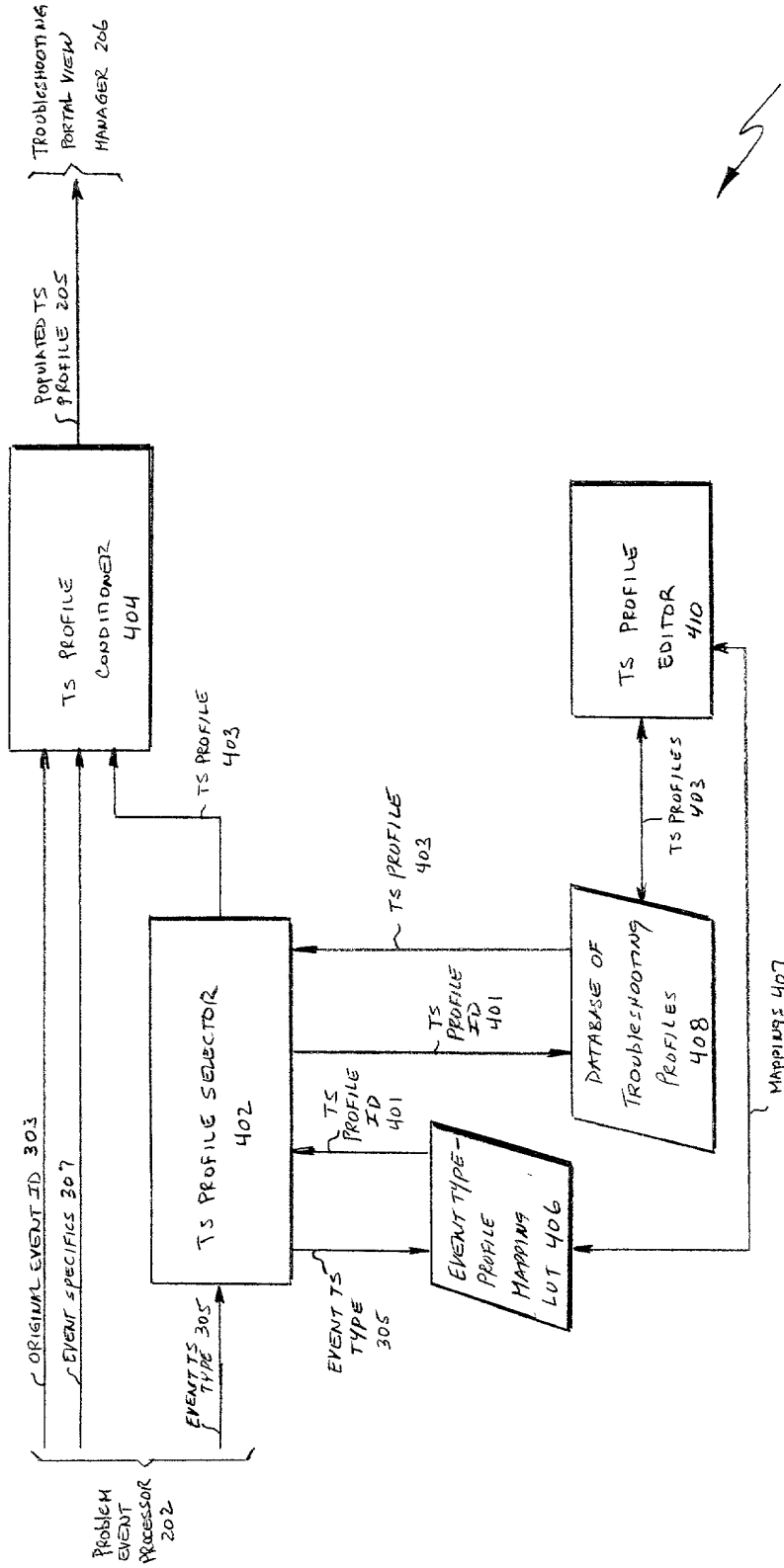


Figure 3



TROUBLESHOOTING PROFILE
MANAGER
204

FIGURE 4



POPULATED TS PROFILE 205

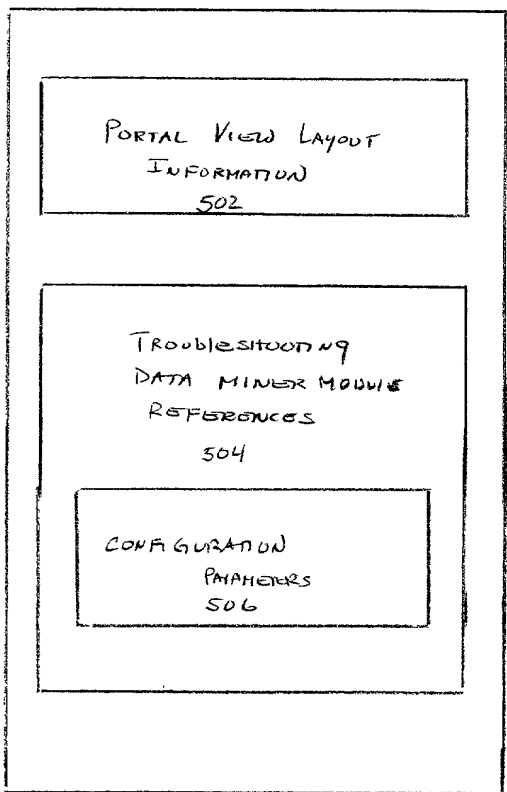


FIGURE 5

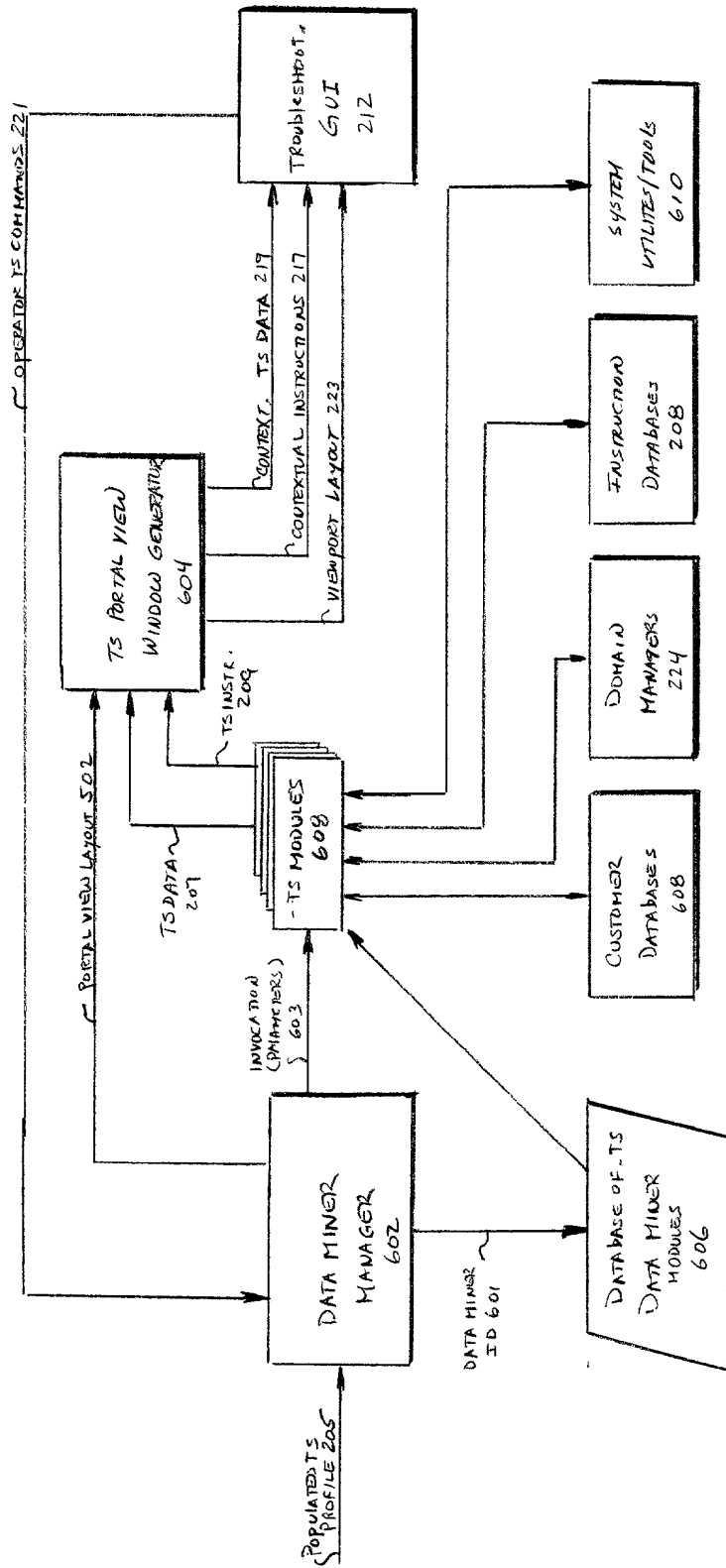


FIGURE 6

Troubleshooting
Portal View Manager
206

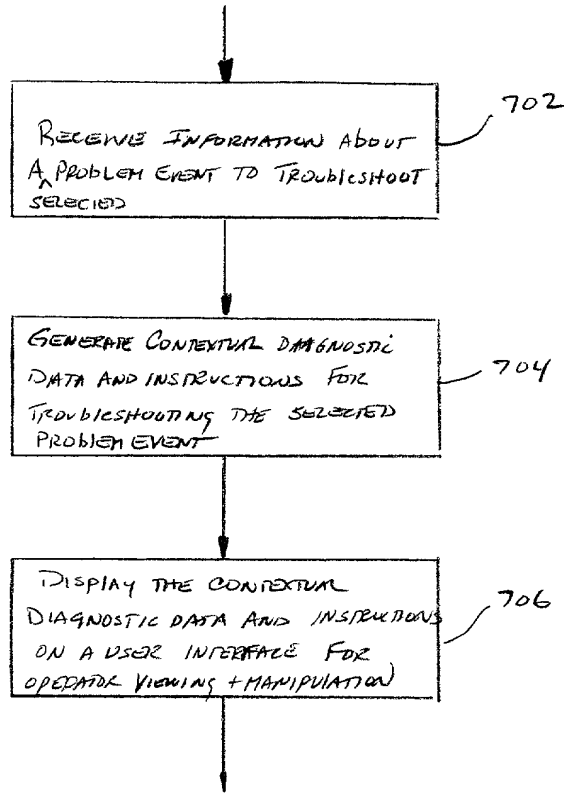


FIGURE 7



702

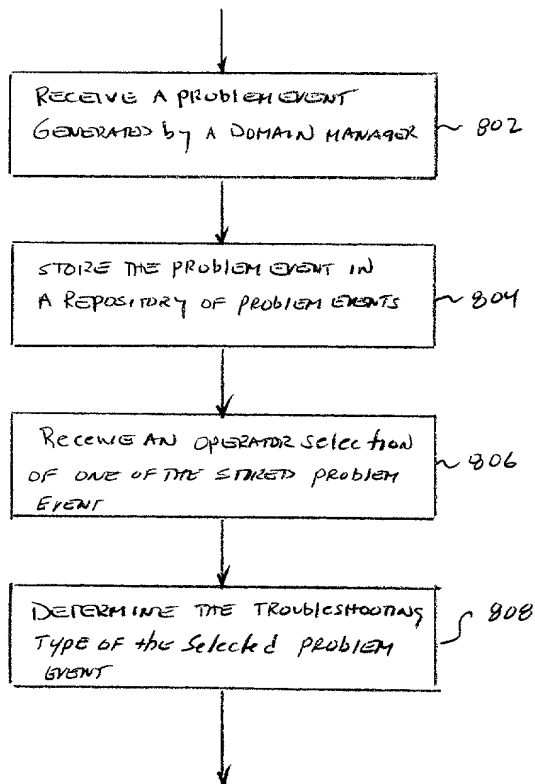


FIGURE 8

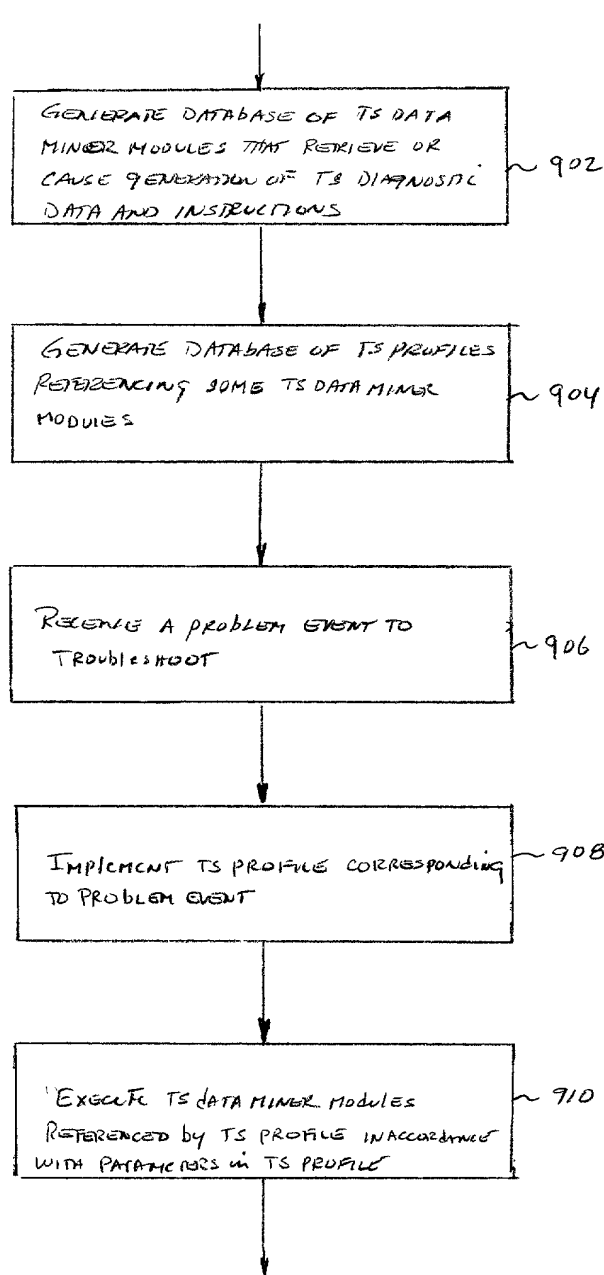
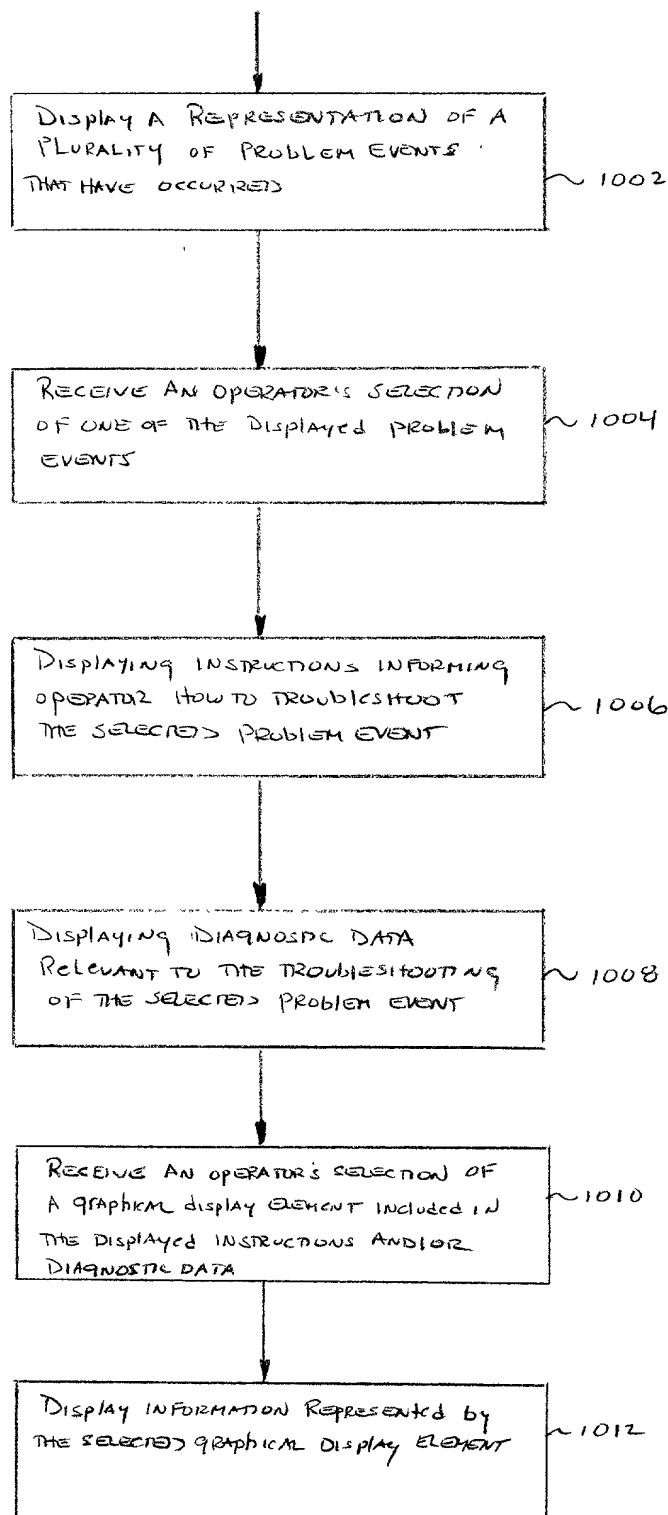


FIGURE 9



HP OpenView Service Information Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://islandia.cnd.hp.com/lumberjack/AlarmList.htm

Search My Yahoo! Calendar Address Book Notepad Links

Lumberjack Mar 14, 2001 8:07:57 PM Home Help?

Alarms 1102

E-mail Service 1104

19 Alarms

Wed 14 Mar 2001 12:11:08 AM MST	mailserver6 acme.com	Node down.	Agent in distress: spinning in ifTable. Aborting request! Consider unmanaging node.
Tue 13 Mar 2001 12:11:08 AM MST	krazy.cnd.hp.com		Agent in distress: spinning in ifTable. Aborting request! Consider unmanaging node.
Mon 12 Mar 2001 12:11:03 AM MST	krazy.cnd.hp.com		Agent in distress: spinning in ifTable. Aborting request! Consider unmanaging node.
Sun 11 Mar 2001 12:11:01 AM MST	krazy.cnd.hp.com		pmnd lost contact with submBld: pid 3942 ungracefully disconnected from pmnd with 0 pending events. Error on socket #39 src:submBld pid:3942: rcvfrom() failed: Connection reset by peer (errno 232: ECONNRESET)
Sun 11 Mar 2001 03:38:43 AM MST	hpcndlmb.cnd.hp.com		pmnd lost contact with xmevents: pid 3937 ungracefully disconnected from pmnd with 0 pending events: Error on socket #42 src:xmevents pid:3937: rcvfrom() failed: Connection reset by peer (errno 232: ECONNRESET)
Sun 11 Mar 2001 03:38:43 AM MST	hpcndlmb.cnd.hp.com		pmnd lost contact with ipmap: pid 3941 ungracefully disconnected from pmnd with 0 pending events: Error on socket #41 src:ipmap pid:3941: Lost connection with pmnd/ovEvent process (application disconnected)
Sun 11 Mar 2001 03:38:42 AM MST	hpcndlmb.cnd.hp.com		pmnd lost contact with submBld: pid 3940 ungracefully disconnected from pmnd with 0 pending events. Error on

Done Local intranet

EVENT LIST
DISPLAY WINDOW
1100

1112A

1104

1106

1109

1110

FIGURE 11

22-141 50 SHEETS
22-142 100 SHEETS
22-144 200 SHEETS



FIGURE 12A
FIGURE 12B
FIGURE 12C
FIGURE 12D
FIGURE 12E
FIGURE 12F

TS PROFILE 1200

FIGURE 12

TS PROFILE 1200 ↴

1	d<?xml version="1.0" encoding="UTF-8"?>	
2	<!DOCTYPE PortalView SYSTEM "PortalView.dtd">	~ Header 1202
3	<PortalView	
4	colorScheme="/OvSipDocs/styles/default.css"	
5	defaultSheetID="Troubleshoot" refreshRate="3600"	~ View Window
6	showDateTime="yes" showUserName="yes"	Attributes
7	userName="Any User">	1204
8	<Sheet id="Troubleshoot" title="Connectivity	
9	Troubleshooting">	
10	<Column width="narrow">	
11	<ModuleInstance	
12	classid="com.hp.ov.portal.modules.service.SvcCardServ	
13	let" display="yes" rollupState="down" id="my6"	
14	help="/OvSipDocs/C/help/SvcCard/cardView.htm"	
15	title="Impacted Services">	TS Module
16	<ServiceCard details="no" server="bacchusn">	REFERENCE
17	<ServiceRef name="email"/>	~ 1206 A
18	</ServiceCard>	
19	</ModuleInstance>	
20	<ModuleInstance	
21	classid="com.hp.ov.portal.modules.ovgeneric"	
22	display="yes"	
23	help="/OvSipDocs/C/help/examples/integ.html"	TS Module REFERENCE
24	id="Generic100" rollupState="down" title="Impacted	~ 1206 B
25	Customers">	
26	<Generic>	
27	<Submodule>	
28	<TitleBar title="Gold Customers"/>	
29	<EmbeddedHtml	
30	data="VIC1"/>	
31	</Submodule>	
32	<Submodule>	
33	<TitleBar title="Silver Customers"/>	

FIGURE 12A

TS PROFILE 1200

```
34 |         <EmbeddedHtml
35 | data="&lt;strong&gt;Cust1&lt;br&gt;Cust4&lt;br&gt;C
36 | ust6&lt;/strong&gt;"/>
37 |         </Submodule>
38 |     </Generic>
39 | <!-- <ModuleInstance>
40 | <ModuleInstance
41 | classid="com.hp.ov.portal.modules.vpis" display="yes"
42 | help="/OvSipDocs/C/help/VPIS/VPISView.html"
43 | id="module9" rollupState="down" title="Internet
44 | Services">
45 |     <VPIS days="30" hours="1">
46 |         <ServiceType availability="yes"
47 | availabilityReport="no" name="IMAP4 - Email Service"
48 | responseTime="no" responseTimeComponents="no"
49 | serviceLevelViolations="yes"
50 | serviceLevelViolationsReport="no"/>
51 |     </VPIS>
52 | </ModuleInstance>
53 | <!-- <ModuleInstance>
54 | <ModuleInstance
55 | classid="com.hp.ov.portal.modules.health"
56 | display="yes"
57 | help="/OvSipDocs/C/help/nmHealth/healthView.html"
58 | id="module25" rollupState="down" title="Network
59 | Health">
60 |     <NetworkHealth showRawData="no"
61 | showUnknown="no">
62 |         <Summary display="yes" displayDepth="3"
63 | id="Summary6" title="mailserver6.acme.com Health">
64 |             <Component href="#IfHealth" vital="no"
65 | weight="1"/>
66 |             <NodeSelection id="Servers" op="AND"
67 | title="Servers">
68 |                 <IPHostFilter op="OR">
```

TS MODULE
REF 1206B
(CONT)

TS MODULE
REF 1206C

TS MODULE
REF 1206D

Figure 12.13

```

68 |         <IPHost
69 | hostname="coleman.cnd.hp.com"/>
70 |         </IPHostFilter>
71 |     </NodeSelection>
72 |     </Summary>
73 |     </NetworkHealth>
74 | </ModuleInstance>
75 | <ModuleInstance
76 | classid="com.hp.ov.portal.modules.bookmarks"
77 | display="yes"
78 | help="/OvSipDocs/C/help/bookMark/bookmkView.html
79 | " id="my1450" rollupState="down" title="Reports">
80 |     <Bookmarks>
81 |         <Entry
82 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
83 | service_history_yesterday/default.htm"
84 | target="bookmarkwin" title="Services"/>
85 |         <Entry
86 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
87 | service_severities/default.htm" target="bookmarkwin"
88 | title="Availability"/>
89 |         <Entry
90 | href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
91 | service_history_yesterday_horizontal/default.htm"
92 | target="bookmarkwin" title="Performance"/>
93 |     </Bookmarks>
94 | </ModuleInstance>
95 | </Column>
96 | <Column width="wide">
97 | <ModuleInstance
98 | classid="com.hp.ov.portal.modules.ovgeneric"
99 | display="yes" id="Trouble1" rollupState="down"
100 | title="Event Information">
101 |     <Generic>
102 |         <Submodule>

```

TS MODULE REF
1206D
(CONF)

TS MODULE REF
1206E

TS MODULE REF
1206F

Figure 12C

TS PROFILE 1200

```
103     <TitleBar title="Event Details"/>
104     <File displayFileInfo="no"
105     fileName="$SIP_HOME_DIRconf/share/events/detailsA
106     " stripHtmlHeader="no" type="text/html"/>
107     </Submodule>
108     <Submodule>
109         <TitleBar title="Event Description"/>
110         <File displayFileInfo="no"
111         fileName="$SIP_HOME_DIRconf/share/events/descript
112         ionA" stripHtmlHeader="no" type="text/html"/>
113         </Submodule>
114         <Submodule>
115             <TitleBar title="Event Instructions"/>
116             <File displayFileInfo="no"
117             fileName="$SIP_HOME_DIRconf/share/events/instructi
118             onsA" stripHtmlHeader="no" type="text/html"/>
119             </Submodule>
120         </Generic>
121     </ModuleInstance>
122     <ModuleInstance
123     classid="com.hp.ov.portal.modules.ovgeneric"
124     display="yes" id="Trouble2" rollupState="down"
125     title="Tools">
126         <Generic>
127             <Submodule>
128                 <TitleBar title="Ping"/>
129                 <File displayFileInfo="no"
130                 fileName="$SIP_HOME_DIRconf/share/events/ping"
131                 stripHtmlHeader="no" type="text/plain"/>
132             </Submodule>
133             <Submodule>
134                 <TitleBar title="Traceroute"/>
135                 <File displayFileInfo="no"
136                 fileName="$SIP_HOME_DIRconf/share/events/tracerou
137                 te" stripHtmlHeader="no" type="text/plain"/>
```

TS MODULE REF.

1206F
(CONT)

TS MODULE
REF 1206G

FIGURE 12D

TS PROFILE 1200

```

138     </Submodule>
139     </Generic>
140     </ModuleInstance>
141     <ModuleInstance
142     classid="com.hp.ov.portal.modules.alarms"
143     display="yes"
144     help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
145     id="module23" rollupState="down" title="Recent
146     Alarms">
147         <AlarmDisplay>
148             <CategoryDefName href="mailserver6.xml"/>
149         </AlarmDisplay>
150     </ModuleInstance>
151     <ModuleInstance
152     classid="com.hp.ov.portal.modules.topomap"
153     display="yes"
154     help="/OvSipDocs/C/help/NNM/mapsView.html"
155     id="module10" rollupState="down" title="Topology">
156         <TopologyMap drillDown="no"
157     showStatus="yes">
158             <Submap
159     href="ovw://islandia.cnd.hp.com/default/15.2.112.Segm
160     ent3"/>
161             <Submap object="mailserver6.xml">
162             </TopologyMap>
163         </ModuleInstance>
164         <ModuleInstance
165     classid="com.hp.ov.portal.modules.ovgeneric"
166     display="yes" id="Trouble3" rollupState="down"
167     title="Service Desk">
168             <Generic>
169             <Submodule>
170             <TitleBar title="Trouble Ticket"/>

```

TS MODULE
REF 12066
(CONT)

TS MODULE
REF 12064

TS MODULE REF
12065

TS MODULE REF
12065

FIGURE 12E

TS PROFILE 1200

```
171 | <File displayFileInfo="no"
172 | fileName="$SIP_HOME_DIRconf/share/events/ticketA"
173 | stripHtmlHeader="no" type="text/html"/>
174 | </Submodule>
175 | </Generic>
176 | </ModuleInstance>
177 | </Column>
178 | </Sheet></PortalView>
```

TS MODULE
REF 12065
(CONT)

FIGURE 12F

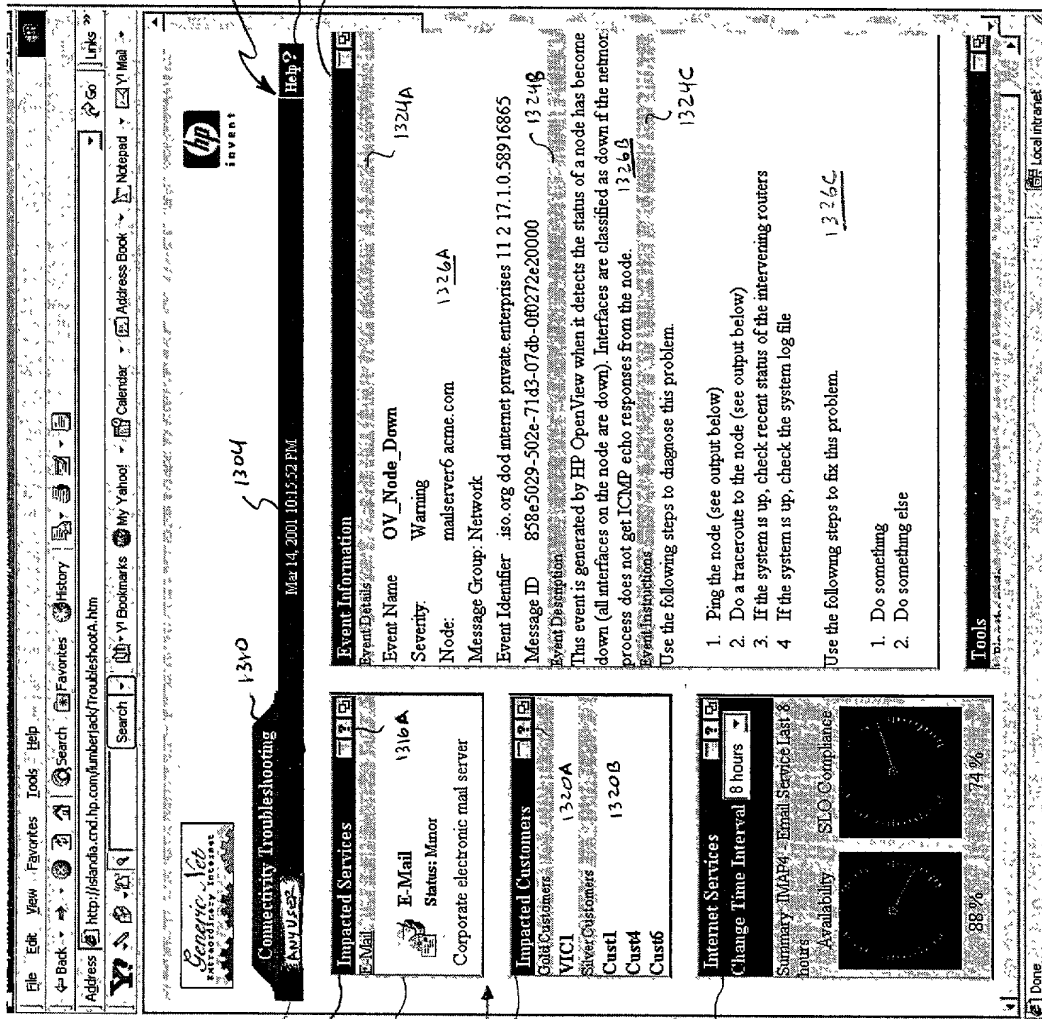


FIGURE 13A

1314
RIGHT COLUMN

1312
LEFT COLUMN

Troubleshooting
Window 1300

1308
1302F

1304

1310

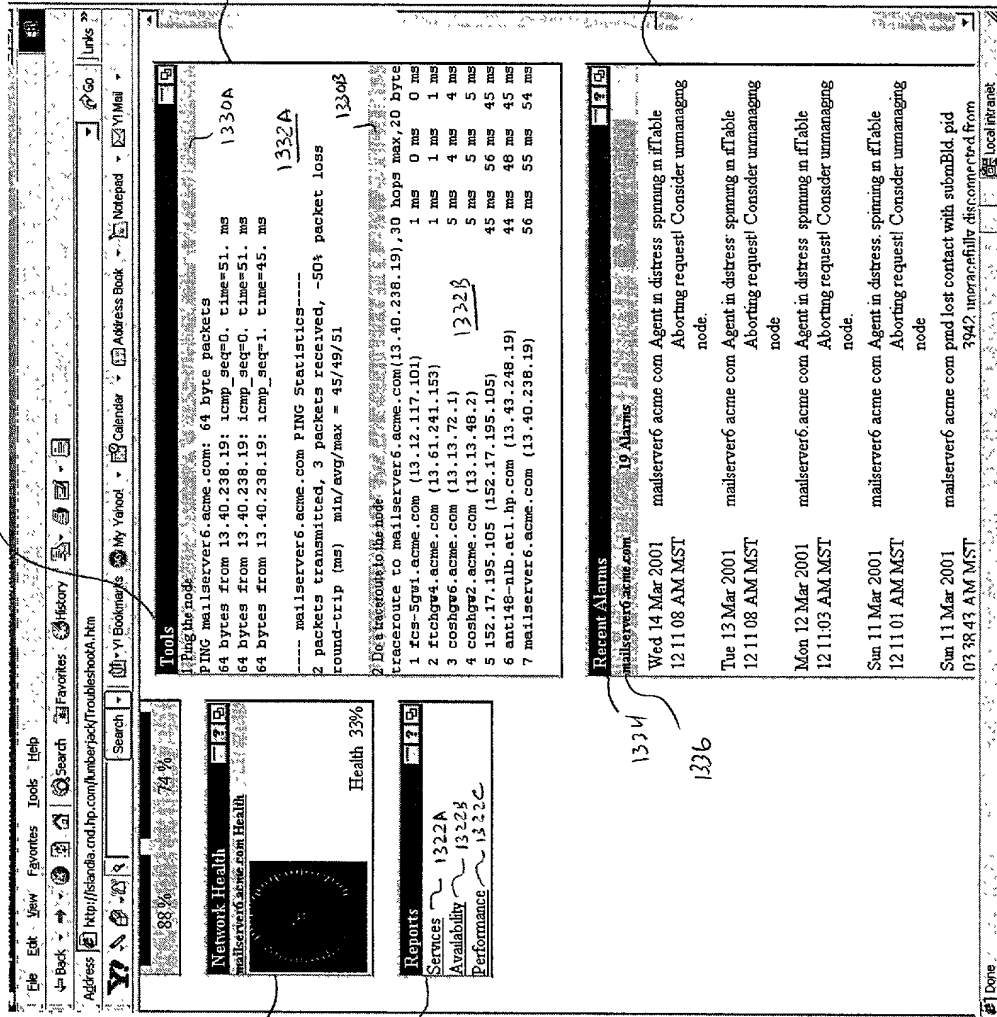
1306
TITLE 1318A

1302A

Troubleshooting
DATA WINDOWS
1302

1302B

1302C



HP OpenView Service Information Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://islandia.cnd.hp.com/lumberjack/AlarmListB.htm

Search

History Favorites Search

Calendar My Yahoo Address Book Notepad Links

HP Invert

Home Help

Mar 14, 2001 8:13:20 PM

Lumberjack

Alarms

Web Service 52 Alarms

Wed 14 Mar 2001 07:17:11 PM	webserver4.acme.com	Web server response time SLO violation.
MST		
Wed 14 Mar 2001 07:16:50 PM	fcfowler.cnd.hp.com	Node added
MST		
Wed 14 Mar 2001 03:58:05 PM	yunker4.cnd.hp.com	Node added
MST		
Wed 14 Mar 2001 02:15:52 PM	fcic805701.cnd.hp.com	Node added
MST		
Wed 14 Mar 2001 12:12:12 AM	r14setup.cnd.hp.com	Node added
MST		
Wed 14 Mar 2001 12:10:34 AM	mustang.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface lan0, should be 255.255.248.0
MST		
Wed 14 Mar 2001 12:01:44 AM	pikes.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface lan1, should be 255.255.248.0
MST		
Wed 14 Mar 2001 11:40:58 AM	thhp167.cnd.hp.com	hayduke.cnd.hp.com reports a new physical address for thhp167.cnd.hp.com, changing from 0x0060B00D5ED0 to 0x001083355FAD
MST		
Wed 14 Mar 2001 10:45:00 AM	y19setup.cnd.hp.com	Node added
MST		
Tue 13 Mar 2001 11:15:53 PM	tshp14.cnd.hp.com	Inconsistent subnet mask 255.0.0.0 on interface 15.2.116.12, should be 255.255.248.0
MST		
Tue 13 Mar 2001 07:24:38 PM	15.2.120.49	Node added
MST		

Done Local intranet

View new
1400
1406

1402
1404

Figure 14



TS PROFILE 1500

FIGURE 15A
FIGURE 15B
FIGURE 15C
FIGURE 15D
FIGURE 15E
FIGURE 15F

FIGURE 15

```

1  <?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4  colorScheme="/OvSipDocs/styles/default.css"
5  defaultSheetID="Troubleshoot" refreshRate="3600"
6  showDateTime="yes" showUserName="yes"
7  userName="Any User">
8
9      <Sheet id="Troubleshoot" title="Troubleshoot">
10         <Column width="narrow">
11             <ModuleInstance
12 classid="com.hp.ov.portal.modules.service.SvcCardServ
13 let" display="yes"
14 help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 id="my6" rollupState="down" title="Impacted
16 Services">
17         <ServiceCard details="no" server="bacchusn">
18             <ServiceRef name="email"/>
19         </ServiceCard>
20     </ModuleInstance>
21     <ModuleInstance
22 classid="com.hp.ov.portal.modules.ovgeneric"
23 display="yes"
24 help="/OvSipDocs/C/help/examples/integ.html"
25 id="Generic100" rollupState="down" title="Impacted
26 Customers">
27         <Generic>
28             <Submodule>
29                 <TitleBar title="Gold Customers"/>
30                 <EmbeddedHtml
31 data="&lt;strong&gt;VIC2&lt;/strong&gt;"/>
32             </Submodule>
33         </Generic>
34     </ModuleInstance>

```

FIGURE 15A


```

35     <ModuleInstance
36     classid="com.hp.ov.portal.modules.vpis" display="yes"
37     help="/OvSipDocs/C/help/VPIS/VPISView.html"
38     id="module9" rollupState="down" title="Internet
39     Services">
40         <VPIS days="30" hours="1">
41             <ServiceType availability="no"
42             availabilityReport="no" id="module90" name="HTTP -
43             Web Pages" responseTime="yes"
44             responseTimeComponents="no"
45             serviceLevelViolations="yes"
46             serviceLevelViolationsReport="no"/>
47         </VPIS>
48     </ModuleInstance>
49     <ModuleInstance
50     classid="com.hp.ov.portal.modules.health"
51     display="yes"
52     help="/OvSipDocs/C/help/nmHealth/healthView.html"
53     id="module25" rollupState="down" title="Network
54     Health">
55         <NetworkHealth showRawData="no"
56         showUnknown="no">
57             <Summary display="yes" displayDepth="3"
58             id="Summary6" title="webserver4.acme.com Health">
59                 <Component href="#IfHealth" vital="no"
60                 weight="1"/>
61                 <Component href="#CiscoCpuUtil"
62                 vital="no" weight="1"/>
63                 <NodeSelection id="Routers" op="AND"
64                 title="Routers">
65                     <IPHostFilter op="OR">
66                         <IPHost
67                         hostname="coleman.cnd.hp.com"/>
68                     </IPHostFilter>
69                 </NodeSelection>

```

```

70         </Summary>
71     </NetworkHealth>
72 </ModuleInstance>
73 <ModuleInstance
74     classid="com.hp.ov.portal.modules.bookmarks"
75     display="yes"
76     help="/OvSipDocs/C/help/bookMark/bookmkView.html
77     " id="my1450" rollupState="down" title="Reports">
78     <Bookmarks>
79         <Entry
80             href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
81             service_history_yesterday/default.htm"
82             target="bookmarkwin" title="Services"/>
83         <Entry
84             href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
85             service_severities/default.htm" target="bookmarkwin"
86             title="Availability"/>
87         <Entry
88             href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
89             service_history_yesterday_horizontal/default.htm"
90             target="bookmarkwin" title="Performance"/>
91     </Bookmarks>
92 </ModuleInstance>
93 </Column>
94 <Column width="wide">
95     <ModuleInstance
96         classid="com.hp.ov.portal.modules.ovgeneric"
97         display="yes" id="Trouble1" rollupState="down"
98         title="Event Information">
99         <Generic>
100             <Submodule>
101                 <TitleBar title="Event Details"/>
102                 <File displayFileInfo="no"
103                 fileName="$SIP_HOME_DIRconf/share/events/detailsB
104                 " stripHtmlHeader="no" type="text/html"/>

```

TS PROFILE 1500
↓

```
105         </Submodule>
106         <Submodule>
107             <TitleBar title="Event Description"/>
108             <File displayFileInfo="no"
109 fileName="$SIP_HOME_DIRconf/share/events/descript
110 ionB" stripHtmlHeader="no" type="text/html"/>
111         </Submodule>
112         <Submodule>
113             <TitleBar title="Event Instructions"/>
114             <File displayFileInfo="no"
115 fileName="$SIP_HOME_DIRconf/share/events/instructi
116 onsB" stripHtmlHeader="no" type="text/html"/>
117         </Submodule>
118     </Generic>
119 </ModuleInstance>
120 <ModuleInstance
121 classid="com.hp.ov.portal.modules.ovgeneric"
122 display="yes" id="Trouble2" rollupState="down"
123 title="Tools">
124     <Generic>
125         <Submodule>
126             <TitleBar title="Ping"/>
127             <File displayFileInfo="no"
128 fileName="$SIP_HOME_DIRconf/share/events/pingB"
129 stripHtmlHeader="no" type="text/plain"/>
130         </Submodule>
131         <Submodule>
132             <TitleBar title="Traceroute"/>
133             <File displayFileInfo="no"
134 fileName="$SIP_HOME_DIRconf/share/events/tracerou
135 teB" stripHtmlHeader="no" type="text/plain"/>
136         </Submodule>
137     </Generic>
138 </ModuleInstance>
```

FIGURE 1513

```

139      <ModuleInstance
140      classid="com.hp.ov.portal.modules.vpis" display="yes"
141      help="/OvSipDocs/C/help/VPIS/VPISView.html"
142      id="module10" rollupState="down" title="Internet
143      Services">
144          <VPIS days="30" hours="1">
145              <ServiceType availability="no"
146              availabilityReport="yes" id="module100" name="HTTP
147              - Web Pages" responseTime="no"
148              responseTimeComponents="yes"
149              serviceLevelViolations="no"
150              serviceLevelViolationsReport="yes"/>
151          </VPIS>
152      </ModuleInstance>
153      <ModuleInstance
154      classid="com.hp.ov.portal.modules.alarms"
155      display="yes"
156      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157      id="module23" rollupState="down" title="Recent
158      Alarms">
159          <AlarmDisplay>
160              <CategoryDefName href="webserver4.xml"/>
161          </AlarmDisplay>
162      </ModuleInstance>
163      <ModuleInstance
164      classid="com.hp.ov.portal.modules.ovgeneric"
165      display="yes" id="Trouble3" rollupState="down"
166      title="Service Desk">
167          <Generic>
168              <Submodule>
169                  <TitleBar title="Trouble Ticket"/>
170                  <File displayFileInfo="no"
171                  fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172                  stripHtmlHeader="no" type="text/html"/>
173              </Submodule>

```

TS PROFILE 1500

```
174      <Submodule>
175      <TitleBar title="Trouble Ticket"/>
176      <File displayFileInfo="no"
177      fileName="$SIP_HOME_DIRconf/share/events/ticketC"
178      stripHtmlHeader="no" type="text/html"/>
179      </Submodule>
180      </Generic>
181      </ModuleInstance>
182      </Column>
183      </Sheet></PortalView>
```

Figure 15F

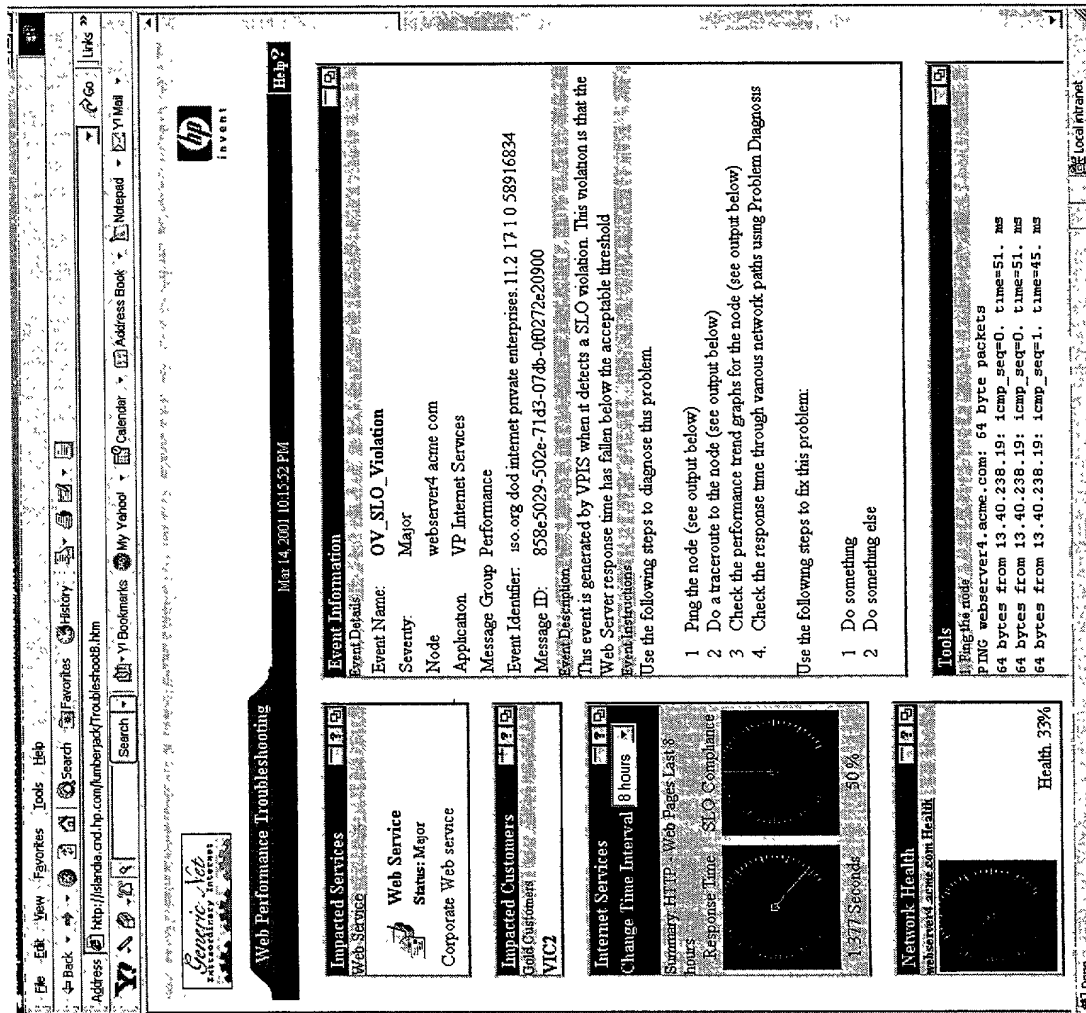


FIGURE 16A

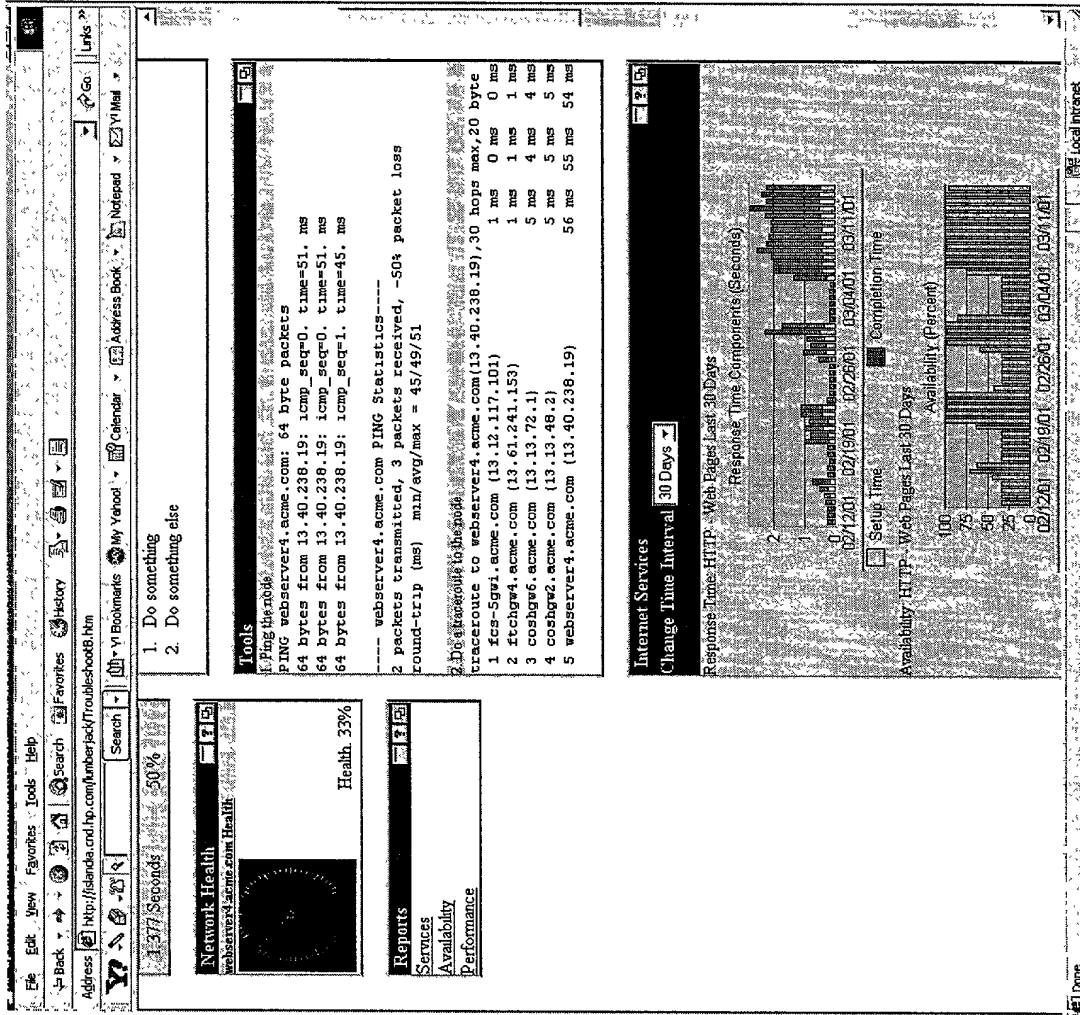


Figure 162

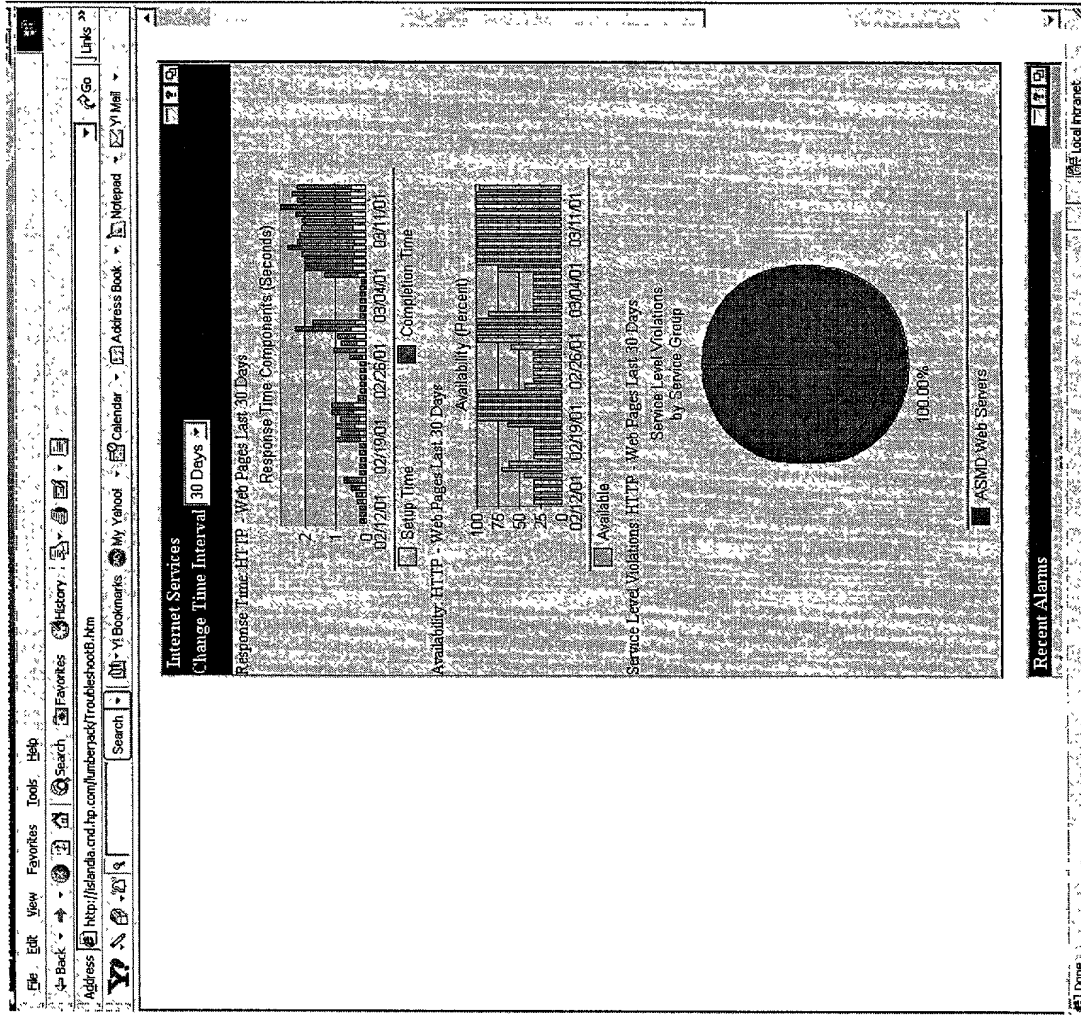


Figure 16c

... ..

File

Edit

View

Favorites

Tools

Help

Back

Forward

Stop

Home

Search

History

Bookmarks

Calendar

Address Book

Mail

Unlink

Address

http://islands.cnd.hp.com/jumblerack/troubleshoot8.htm

Search

My Yahoo!

Calendar

Address Book

Mail

Unlink

Recent Alarms

webserver6 acme com

Wed 14 Mar 2001 07:17 11 PM MST

webserver6 acme com fmk cnd hp com reports a new physical address for ovcaha08 cnd hp com, changing from 0x080009D7A005 to 0x001083191168

webserver6 acme com

Wed 07 Mar 2001 12:56 47 AM MST

webserver6 acme com Inconsistent subnet mask 255 0 0 0 on interface 15 2 116 12, should be 255 255 248 0

webserver6 acme com

Tue 06 Mar 2001 12:56 42 AM MST

webserver6 acme com Inconsistent subnet mask 255 0 0 0 on interface 15 2 116 12, should be 255 255 248 0

webserver6 acme com

Sat 03 Mar 2001 08:54 50 AM MST

webserver6 acme com System name changed (was fcaakla cnd hp com)

webserver6 acme com

Fri 02 Mar 2001 08:54 17 AM MST

webserver6 acme com Node added

Service Desk

Trouble Ticket

209

Servicecall

Status

Open

Created

1/14/00 2:29:49 PM

Priority

Medium

Deadline

1/14/00 10:29:49 PM

Category

Incident

CI

Description

Web pages take forever to display

Information

Trying to get Web pages from webserver4 acme com.

Solution

Specify the hostname rc3649a cnd hp com as the Service Desk Server or Specify the IP address as 15 2 119.15

Workaround

Trouble Ticket

220

Servicecall

FIGURE 16D

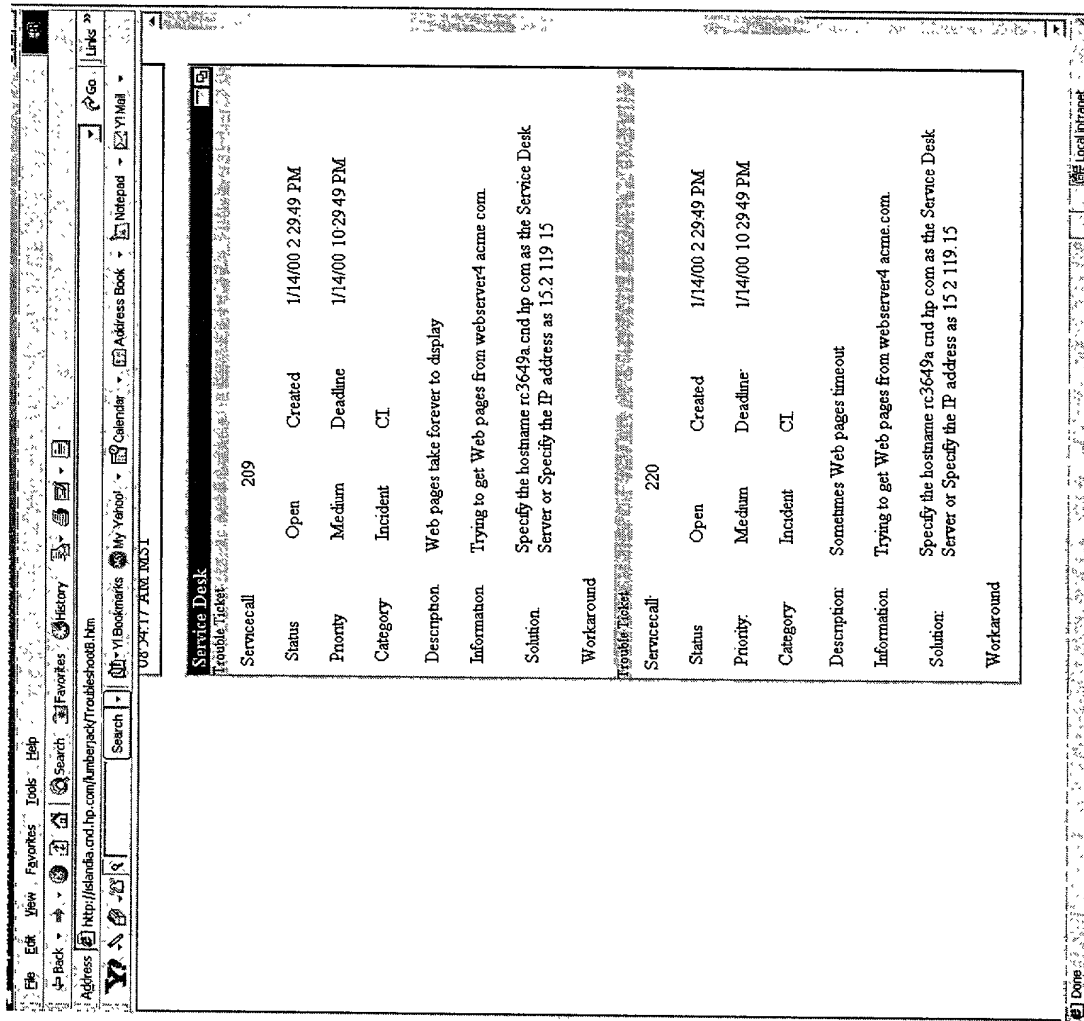


FIGURE 16E